

Neurology Consultants of Kansas
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Welcome to Neurology Consultants of Kansas. The following information will be helpful to you as a patient in our clinic.

Appointments – Please arrive at least 10 minutes earlier than your scheduled appointment to allow time for paperwork to be completed prior to your appointment. We will need to copy your insurance card(s) at each visit. If your insurance requires a copay, please be prepared to pay this by cash, check, MasterCard, Visa, or Discover upon your arrival. If your insurance plan requires a referral from your primary care physician, you are responsible for obtaining that. We will be unable to see you if your referral is not current. Federal guidelines require that our office verify your identity. Please bring your driver's license or other photo identification to your appointment. Please be prepared to pay your personal financial responsibility or your appointment may need to be rescheduled.

Appointment cancellation and missed appointments – An appointment reminder letter will be mailed to you approximately one week before your appointment, time allowing. If you are unable to keep your scheduled appointment, please notify the office receptionist at least 24 hours in advance or you may be charged at \$25.00 fee. If you miss more than one scheduled appointment without calling the office in advance, you may be dismissed by your neurologist. Under this circumstance, you will be unable to see any of the other neurologists in our group in the future.

Phone calls – Our office phone hours are between 7:30 AM and 4:00 PM Monday through Friday. We are closed on major holidays. If your neurologist's medical assistant is working with another patient in the office, your call will be transferred to voicemail. Answers to your questions will be returned to you later that day after your neurologist has reviewed your chart. If your call is urgent, please inform the receptionist immediately when you call the office. Emergency phone calls should be directed to 911.

Emergencies – A neurologist is always on-call after normal office hours for **emergencies** or **urgent** concerns. If you have an emergency during these times, please call our office at the above number and you will be transferred to an operator for further assistance. Prescriptions will not be refilled after normal office hours.

Please note that cell phones and other electronic devices must be turned off while in the examination room area. Photography and/or audio/videotaping is not permitted.

Directions to our office – Please see reverse side for map.

